## EITS Help Desk at the University of Georgia

**Phone:** 706-542-3106  
**E-mail:** helpdesk@uga.edu  
**UGA Systems Status:** status.uga.edu

**Key Services**

### MyID, Accounts & ID Management

- **MyID & Passwords**  
- **Access Services**  
- **IDM System**

### Security

- **ArchPass, powered by Duo**

### Email & Collaboration

- **UGAMail**  
- **Listserv**  
- **Microsoft Office Downloads**

- **OneDrive for Business**  
- **Blackboard Collaborate**  
- **SendFiles**

### Wireless, Network & Internet Access

- **PAWS-Secure Wireless**  
- **eduroam Wireless**  
- **Connecting a Smart TV**

- **Internet Connection Guide**  
- **Web Hosting Service**  
- **Guest Wireless**

### Academics, Learning & Research

- **eLearning Commons (eLC)**  
- **MyUGA Portal**  
- **lynda.com**

- **Research Computing**  
- **vLab**  
- **Print Kiosks**

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### Contact the EITS Help Desk

**Telephone**  
706-542-3106

**Request Support**  
[http://www.eits.uga.edu/request](http://www.eits.uga.edu/request)

**Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)**  
[Click Here to Chat With A Help Desk Representative](#)

**Email**  
helpdesk@uga.edu

**UGA Systems Status**  
status.uga.edu

**Fax**  
706-583-0890

### Hours of Operation

#### Telephone Assistance  
(706-542-3106)

- 7:30 a.m. - 7:30 p.m. (Monday - Thursday)
- 7:30 a.m. - 6:00 p.m. (Friday)
- 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)

#### Chat

- 8:00 a.m. - 5 p.m. (Monday - Friday)

Closed for UGA home football games and when the University of Georgia closes operations.

### Scheduled Maintenance

Help Desk resources maintenance schedule

### EITS Policies, Standards, and Guidelines
EITS Help Desk Mission Statement

The EITS Help Desk strives to provide professional first-tier technical support to the University of Georgia community. Our goal is to empower clients by making IT knowledge accessible. This is accomplished by providing a focused knowledge base and an efficient call center that acts as a single point of contact for UGA IT services.